

CASE STUDY

This team of reimbursement specialists completed an average of 25% more benefit verification calls per hour with no additional staff

In late 2023, a team of reimbursement specialists at one Fortune 100 healthcare company transitioned to FastTrack™, the AI copilot from Infinitus. Increasing hold times with payors and frustrations with their current system led the team's leadership to seek a new benefit verification (BV) call solution that could help improve efficiency without sacrificing reliability.

By letting FastTrack take on the work of waiting on hold and navigating lengthy payor IVRs, the reimbursement specialists were able to make 25% more benefit verification calls per day – and power users of the software were able to increase their efficiency even more.

Outcome

- In one month, the team was able to **increase their average BV call completions by 25%**
- Power users completed as much as **39% more BV calls per hour with FastTrack**
- Team members were able to complete **as many as 2.9 benefit verifications per hour** – a number that could be as low as 1.6 previously.



“What I love about FastTrack is that I can start a new call when I know my call is about to end.”

Reimbursement specialist, Fortune 100 healthcare company

Challenge: Time spent waiting on hold and navigating IVRs was causing a backlog of benefit verifications

Specialty medication BV calls are complex and can be extremely long. The hold times and IVR navigation required before even reaching a payor agent mean reimbursement specialists can be on the phone up to an hour or more for every call.

“Those hold times are killer sometimes,” said one reimbursement specialist at the healthcare company.

The team had a program through which they made calls and collected data, but it didn't have the AI component that FastTrack has. It also had reliability challenges, crashing often enough that staff was frequently frustrated.



Solution: AI copilot took on the waiting and 'button pushing' to increase staff efficiency

By integrating FastTrack into their existing processes, the reimbursement team was able to bypass tedious IVR and hold times, reducing BV task turnaround time while boosting morale. They were able to get more done, and eliminate some of the less enjoyable parts of the job.

"Thank you for maintaining my sanity," one reimbursement specialist said. "It's a positive impact on [the] day, and just going forward. Thank you."

FastTrack is powered by Infinitus's purpose-built AI system for healthcare, which draws from a vast knowledge graph of payor intelligence gathered from millions of calls and counting. It knows the right numbers to call, can navigate complex IVR systems, and waits on hold on behalf of reimbursement specialists or other call center staff – gracefully dropping callers in once a live payor agent answers.

FastTrack doesn't require an integration; users can create tasks by uploading a CSV or by taking advantage of one of our integrations, including with Salesforce, EPIC, and other workforce management systems.

With options available for small teams that manage their own queues as well as large teams with centralized queuing, FastTrack offers a solution for organizations of all sizes and types.



"Those hold times are killer sometimes, but
thank God for FastTrack – I can be more effective."

Reimbursement specialist, Fortune 100 healthcare company

Result: Serve 25% more patients, no extra staff or time necessary

With FastTrack, the healthcare company's reimbursement specialists weren't just able to complete more BV calls, they were also able to be more efficient with their time overall. While FastTrack waited on hold, they could catch up on other work or start new projects – FastTrack alerts them when an agent joins the line.

"I don't believe I would be able to do that without FastTrack," said one reimbursement specialist. "...just hoping that somebody's on there, hoping to catch them before they hang up on me."

The success of the initial group's experience with FastTrack has led the biotechnology manufacturer to expand use into other medications' reimbursement teams. They have now used the tool for millions of minutes of calls.

Save your team thousands of hours

Automate routine outbound calls to payors and PBMs, saving your team valuable time and resources. See how healthcare companies are scaling up — without staffing up — with Infinitus.

Learn more by visiting infinitus.ai or [contact us](#) to get started.



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